

The power of SpiceCRM and it's integration with ERP& BI platforms



May 2023



Strong Partner on
the
Balkans region

A B O U T C U S T O M E R

VPN service Datacenter Cloud services

EVOLINK is focused on serving corporate customers and Telecom operators that need reliable services at flexible and reasonable terms

Evolink network in the region is renowned for the high availability, low latency and density, flexible and quick delivery of full range of Ethernet/MPLS services along with CPE, smart hands, 24/7 support for more than 800 contracts.

Combining its network, data center and cloud to build more smart solutions
Evolink is the Leader in Bulgaria for online video streaming.

W H A T D I D C U S T O M E R F A C E

Challenges & Objectives

The client needed to create a central repository for customers and leads, to provide visibility of all customers being managed between different systems and have SALES process optimized and automated.

- Creation of a frictionless communications tool to take customer communications from a blend of emails, excel sheets, and post-it notes and facilitate sharing info across systems
- Creation of a single view of information across business units to streamline and measure sales
- Uplift the process for Sales teams to collaborate, share ideas and work with the teams.



COMMUNICATION

Gaps in Communication workflow and synchronization between different departments and units



INVOICES

Manual and time consuming issuing of Invoices and distribution to Evolink clients



BILLING SHEETS

Manual update of Billing sheets

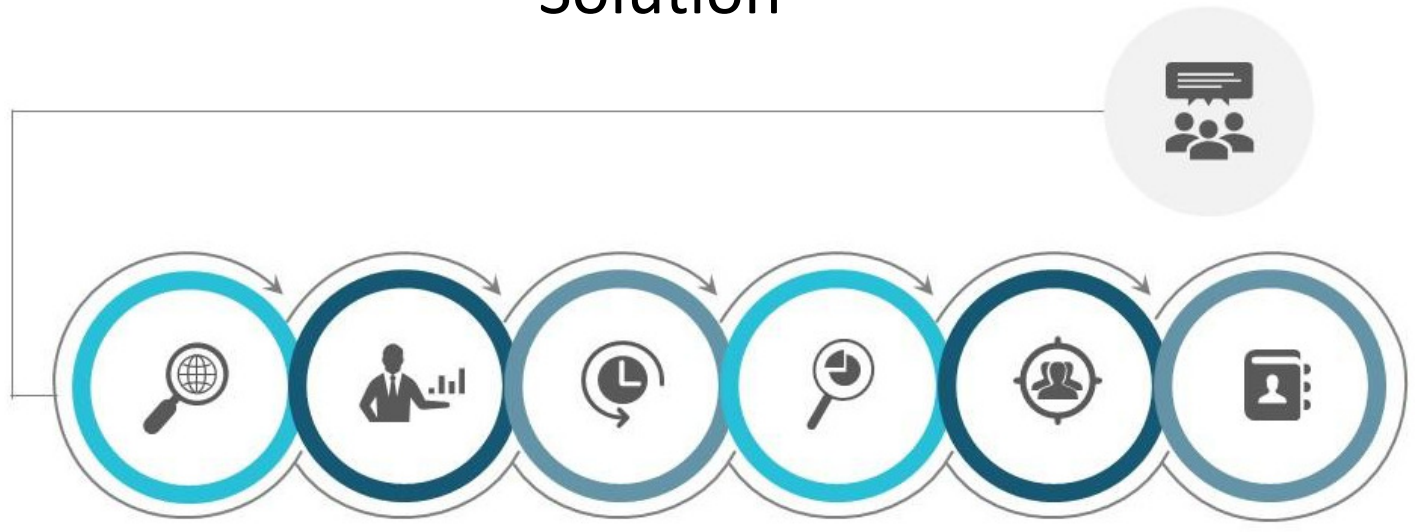


REPORTS

Lack of any possibility for quick and real time data analysis and reporting

How our services helped

Solution



SpiceCRM
Implementation

+

NAVISION
Integration

+

Qlik Sense BI
Analysis

- ✓ Automated process for LEAD and OPPORTUNITY management
- ✓ CONTRACT management with automated BILLING SHEETS management

- ✓ Sending generated BILLING SHEETS to NAVISION
- ✓ Trigger automated INVOICE generation

- ✓ Full reporting
- ✓ Data Visualization
- ✓ Performance on all automated processes

Results



AUTOMATED CREATE, MODIFY, SUSPEND

All services offered by Evolink to their clients fully automated



AUTOMATED "ORDER"

Fully automated communication workflow between all Evolink Departments - Sales, Technical, Accounting etc.



AUTOMATED & MANUAL "BILLING SHEETS"

Service start data, end date, billing data
Payment methods – pre-paid, post-paid
Tariff plan –monthly, yearly, one time
Flexible billing periods
Service change within billing period



ANALYSIS

Revenue, Order status, Users etc.



REPORTS

Automated, sent via email





GET IN TOUCH

Our door is always open for a good cup of coffee !



+359 899 102 150



sales@bsgroup.biz